



# Secretary of State

*Kim Wyman*

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## Customer Service Specialist 3 Archives Division

**This opportunity is for OSOS employees ONLY.**

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**Recruitment Number:** 14 AR CSS3 0777

**Classification:** Customer Service Specialist 3 (102C)

**Status:** Full-Time, Permanent

**Location:** Tumwater, WA

**Salary:** \$ 2598 to \$3377 per month (Range 39)

**Posting Date:** 05/14/2014

**Closing Date:** 05/21/2014

This recruitment will be used to fill this position only. Applications will be reviewed upon receipt. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time. It will be to the applicant's advantage to submit materials as soon as possible.

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### **OFFICE PROFILE**

Headed by an elected state official, the Office of the Secretary of State is responsible for administering elections within the state, registering corporations and charities that do business within the state, collecting and preserving the records of governmental bodies within the state, and maintaining the Washington State Library. The office also administers the Address Confidentiality Program, the Legacy Program and the Combined Fund Drive. Visit our website at: [www.sos.wa.gov](http://www.sos.wa.gov).

### **POSITION SUMMARY**

This position reports to the records center supervisor and is responsible to lead customer service specialists in the State Archives Records Center. Position routes, sorts, and scans records and operates self-propelled lift trucks and manual warehouse equipment to retrieve and shelve records.

### **Leads warehouse functions and staff of Records Center (RC)**

- Assigns and directs records pick-up schedules; modifies schedules as needed; ensures work is completed timely, safely, and accurately
- Ensures staff understands and adheres to policies and procedures
- Responds to changing priorities and new situations
- Ensures staff maintain cleanliness, organization, safety and security of work and storage areas
- Plans use of available warehouse storage space and ensures efficient utilization
- Collaborates with management in emergent situations and in creating short and long term goals
- Participates in developing new procedures and improvements to RC software
- Reports regularly on the status of RC operations to supervisor
- Coordinates the disposal of agencies' records
- Works with customers to resolve records problems; Reviews documentation and database information to resolve customer inquiries
- Reviews accuracy and leads work being done by RC staff

- Trains new hires and staff in basic aspects of RC activities, safety, and equipment operation

### **Supports warehouse operations**

- Operates various self-propelled lift trucks such as stock pickers, pallet jacks, forklifts and hand trucks
- Operates Records Management System (RMS) to accurately receive, track, research and retrieve records from RC holdings; performs data entry of reference requests and transmittals from customer agencies in RMS
- Retrieves and mails/directs requested records and dispositions from RC warehouse and annex
- Shelves and scans incoming boxes using RMS to verify each barcode is valid within the system and placed in the proper location
- Sorts, scans and interfiles returned records from customer agencies
- Loads, unloads and sorts all incoming records, mail and supplies
- Fulfills requests for supplies from customer agencies
- Performs daily and weekly equipment maintenance and safety checklists
- Drives RC vehicles, locally and statewide, to deliver supplies and pickup records
- Answers customer contacts via phone or email; advises customers of proper procedures regarding storage, access, and disposition of records

### **Administration**

- Acts in the absence of the CSS4

### **REQUIRED QUALIFICATIONS**

- Bachelor's degree in business administration or related field; experience providing assistance to clients or customers regarding complaints or problems may substitute year for year for education
- One year of experience independently responding to and resolving inquiries, complaints, and client/customer service issues
- Ability to efficiently use a personal computer and applicable software to successfully perform the essential job functions of the position
- Current Washington State driver's license

This position is covered by a union shop provision. Therefore, as a condition of employment, the candidate appointed will be required to become a member of the Washington Federation of State Employees (WFSE).

Background investigations are required due to the nature and security requirements of the job. Applicants will be required to sign releases of information. Background investigations are part of the pre-employment selection process and are not a commitment to employment.

Schedule is 4x10s M-F with one scheduled day off

Regular statewide travel, including overnight

Position works in a warehouse setting with various self-propelled lift trucks and manual warehouse equipment

Ability to operate self-propelled lift trucks and manual warehouse equipment

Ability to repeatedly lift boxes weighing up to and in excess of 50 pounds for long periods of time and duration with or without reasonable accommodation

Ability to use ladders and other lifting devices to retrieve records as high as 30' in the air

Must drive manual transmission trucks up to 26,000 GVW

Note: all experience is calculated as full-time, 40 hours per week or equivalent. Required experience and/or education may be gained concurrently.

### **DESIRABLE QUALIFICATIONS**

- Experience as a lead worker or supervisor performing the following tasks: interviewing, hiring, training, assigning, and/or directing work and evaluating staff

### **COMPENSATION**

**\$ 2598 to \$3377 per month, depending on qualifications.** Washington State offers a full benefits package that includes health, life, and long term disability insurance; paid vacation, sick, and military leave; optional credit unions, savings bonds, and deferred compensation plans; eleven paid holidays; and a public employees' retirement plan.

### **APPLICATION PROCESS**

To obtain a copy of the application forms, visit our employment web page at: [www.sos.wa.gov/office/employment.aspx](http://www.sos.wa.gov/office/employment.aspx). For questions or assistance with the application process, contact the recruiter at (360) 704-5209.

To be considered for this opening, your application packet needs to include the following:

1. Attach a letter of interest describing how your experience and qualifications relate to the position description and required and preferred qualifications
2. Completed state employment application form (We will accept a copy of your profile from the [careers.wa.gov](http://careers.wa.gov) website in lieu of the application form. The work experience section must be complete. Acceptable file formats are PDF or Word.)
3. Three professional references

Submit all application materials electronically to: [Recruitment@sos.wa.gov](mailto:Recruitment@sos.wa.gov), indicating [Recruitment 14 AR CSS3 0777](#) in the subject line.

*The Office of the Secretary of State is an equal opportunity employer (EOE). We do not discriminate on the basis of race, color, national origin, creed, sex, sexual orientation, disability, familial status, marital status, and age. All interested candidates are encouraged to apply. Persons of disability needing assistance in the application process, or those needing this announcement in alternative format, should call (360) 704-5209.*